



Allowable Member Service Activities

Capacity Building Activities (no more than 50% of hours)

- **volunteer program development:** establish structure for volunteer program, create volunteer program policies, develop volunteer training, write volunteer needs assessment |for the purpose of supporting construction or housing services.
- **improving service programs:** enhance assessment and intake protocols, develop new housing or financial based curriculum, establish partnerships with other community based organizations or groups to support services.
- **developing in-kind resource system:** design and execute in-kind resource system to secure items such as food, toiletries, clothes, bedding, furniture, kitchen utensils, dishes, and other essential items to support clients experiencing homeless or trying to maintain housing.
- **implementing communications and/or outreach plan:** implement a communications and outreach strategy to increase community awareness of and engagement in issues related to homelessness and housing, design templates for communications, identify organizations and agencies to connect with in order to provide better services to clients and develop partnerships.

Construction Member Activities

- **new home construction:** work with carpenters, other staff, or volunteers to build new homes with projects consisting of framing, roofing, painting, floor coverings, drywall, and other aspects of new home construction.
- **repair or rehab construction:** help improve existing homes by working with carpenters, other staff, or volunteers to complete critical home repairs with projects consisting of building ramps and porches, replacing windows and flooring, roofing, painting, and other aspects of home repair.
- **weatherization:** help improve existing homes through weatherization services including insulation, caulking, air duct work, window and door replacement, and other projects that contribute to reducing energy consumption and optimizing energy efficiency.
- **safety:** follows all safety procedures and takes proper precaution for personal safety and safety of volunteers, staff, carpenters, and other individuals on the worksite, care and accountability for all equipment and tools.
- **project selection and management:** identify home repair projects for low-income households through community outreach and from referral agencies, develop scope of work by reviewing household applications, home visits, writing project plans, creating materials list and project steps.

- **volunteer management:** during project including onsite management and project placement for volunteer groups.
- **volunteer recruitment and training:** to conduct new home, home repair or rehab, and weatherization activities.
- **client or homeowner management:** assist homeowners in maximizing their opportunities for required sweat equity hours and provide oversight of required hours for program completion. Provide general maintenance education, homeownership skills, and energy savings information to homeowners or clients through trainings, workshops, and/or other channels.
- **environmental reviews:** complete inspections and reports to ensure home is safe and healthy.
- **program support and operations:** activities related to the continuation of programs and services for clients including: work plans, intake and assessment, personnel activity records, creating and maintaining client files, writing and submitting client and data reports, recordkeeping related to client funding sources.

Housing Services (Homeless Services)

- **housing focused case management:** including the use of housing focused tools (full SPDAT) during on-site or client home visits to assist with housing stabilization.
- **housing counseling:** develop client-specific action plans to acquire and/or retain housing.
- **client assessment and intake:** conduct assessments (i.e. VI-SPDAT) for appropriate housing assistance or referrals for individuals and households experiencing or at risk of homelessness. Assessments may include information on other services needed by the individual or household.
- **client paperwork/documentation:** assist individuals and households in obtaining necessary documentation needed for housing assistance and funding sources.
- **housing searches:** assist individuals and households at risk of or currently experiencing homelessness in identifying and securing housing through housing searches, housing inspections, completing housing applications, meeting with landlords, etc.
- **service referral:** complete referrals to other agencies for supportive services to assist clients in acquiring other resources for self-sufficiency, maintaining housing, and/or achieving greater financial stability.
- **ongoing case management and client support:** including education, employment and financial literacy support and guidance, connecting clients to in-kind emergency services such as food, clothing, transportation, or medical care, assisting clients in applying for public benefits such as SNAP, K-Tap, Medicaid, SSI/SSDI, and other cash and non-cash benefits, transportation to service providers, accompany clients to meetings/appointments.

- **rent or utility assistance:** provide emergency rent or utility assistance to individuals at risk of eviction or utility shut off and other financial assistance to support homelessness prevention.
- **landlord outreach:** develop relationships with new or existing landlords to connect clients to appropriate housing, mitigate any client-landlord issues, and conduct unit inspections.
- **street outreach:** identify and engage people living in unsheltered locations to provide services and referrals and ensure the individual's basic needs are met while supporting them towards housing stability.
- **program support and operations:** activities related to the continuation of programs and services for clients including case management notes, data entry (i.e. KYHMIS), personnel activity records, maintaining client files, writing and submitting client and data reports, recordkeeping related to client funding sources, and/or securing food or shelter supplies.

Financial Literacy

- **financial literacy training:** provide financial literacy workshops and trainings to groups of prospective clients, new clients, or existing clients.
- **financial literacy counseling:** provide individual, in-depth counseling sessions that help clients understand and use good financial management skills including financial planning, managing debt, and personal finances.
- **credit counseling:** pull credit reports, analyze credit reports, and obtain other required supporting documentation to appropriately refer client to programs and services, develop client-counselor action plans, follow-up with clients on goals and progress, provide other counseling services related to improving credit.
- **budget and debt management counseling:** work with clients to create responsible budget, develop client-counselor action plans, follow-up with clients on goals and progress, provide other services related to successful fiscal management.

Housing Services (Homeownership or Home Repair Services)

- **homeownership counseling:** support clients through the various stages of the homeownership process including counseling to a homeownership ready status through credit or budget sessions, securing required documentation and paperwork, completing loan applications, teaching homeownership education and home maintenance.
- **home repair loan counseling:** support clients seeking home repairs through securing required documentation and paperwork, completing loan applications, assessing repair needs, and any counseling required to get clients ready to secure a home repair loan or program services.
- **client assessment and intake:** meet with new or prospective clients to assess program eligibility and course of action, provide information on programs to new or prospective clients,
- **client paperwork/documentation:** assist individuals and households in obtaining necessary documentation needed for housing assistance and funding sources.

- **homebuyer education:** teaching courses or individual counseling sessions to prospective homebuyers.
- **homeownership education:** teaching courses or individual counseling sessions on basic homeownership maintenance for households in pre and post purchase status.
- **program support and operations:** activities related to the continuation of programs and services for clients including counseling notes, data entry (i.e. CounselorMax), personnel activity records, maintaining client files, writing and submitting client and data reports, and recordkeeping related to client funding sources.

Other Housing Related Services

- **public outreach events:** support organization in the planning and implementation of events to increase community support and involvement, increase awareness of issues related to housing and homelessness, and speak on those issues to various groups (i.e. civic groups, churches, college classes).
- **interagency or community meetings:** participate in interagency or community meetings (i.e. Local Prioritization Committees) to identify other supports for clients or connect clients to other agencies.
- **voluntary client sessions:** provide training and education on parenting, life skills, personal goal setting, financial management, health and safety, tenant education, job readiness, and employment.
- **community service projects or workdays:** support organization in the coordination of a community based service project (i.e. Repair Affairs or House Raisings) through counseling, program paperwork, designing scope of work, volunteer recruitment or management, and construction activities.
- **site-specific member training:** attend local, regional, state, or national trainings to acquire new skills that will support the member in delivering services to their clients or communities.

Volunteers

- **volunteer recruitment:** identify groups to secure as volunteers, conduct outreach to groups, provide information on volunteer opportunities.
- **volunteer management:** provide management and supervision of volunteers to ensure proper oversight and guidance, manage with the intent to retain volunteers for future services.
- **volunteer training:** lead sessions for individuals or groups on volunteer program and policies (i.e. safety, emotional intelligence, client confidentiality).